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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

Date Submitted:

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Sheet 1 of 2

Application Number 09/815,688  
 Filing Date March 23, 2001  
 First Named Inventor George H. HOFFMAN et al.  
 Group Art Unit 3627  
 Examiner Name Elaine L. Gort  
 Attorney Docket Number 062834-0161

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code <sup>2</sup> (if known)			
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 Examiner  
Signature

E.S.

 Date  
Considered

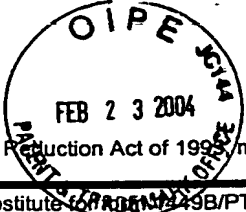
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		Application Number	09/815,688
		Filing Date	March 23, 2001
		First Named Inventor	George H. HOFFMAN et al.
		Group Art Unit	3627
		Examiner Name	Elaine L. Gort
Sheet 2 of 2	Attorney Docket Number	062834-0161	

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document			Name of Patentee or Applicant of Cited Documents	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Office <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)				

NON PATENT LITERATURE DOCUMENTS								
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.						T <sup>6</sup>
EJ		Noori, Hamid; Production and Operations Management; Total Quality Responsiveness; McGraw-Hill; 1995; pages 422-519						

Examiner Signature		Date Considered	6/10/04
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**Date Submitted: April 16, 2004**

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Sheet	2	of	2
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**Complete if Known**

<b>Application Number</b>	<b>09/815,688</b>
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First Named Inventor	George H. HOFFMAN et al.
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<b>Attorney Docket Number</b>	<b>062834-0161</b>
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~~APR 16 2004~~

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Microsoft Computer Dictionary, 4<sup>th</sup> Edition, Microsoft Press, 1999, pages 167, 242, 334, 421, 443, 444 and 462

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Sheet	1	of	2												

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## U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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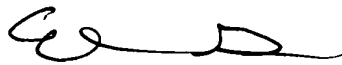
## FOREIGN PATENT DOCUMENTS

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ED		John Rendleman, "Burger King Orders AT&T Mail Service", CommunicationsWeek, 1994.	

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